

---

# **REQUEST FOR QUALIFICATIONS AND QUOTATIONS**

## **RFQQ # 0745-296**

---

**Project Title:** Sign Language Interpreter Services

**Estimated Contract Period:** Through June 30, 2009.

**Summary:** As a result of this RFQQ, the Department of Social and Health Services (DSHS) will award multiple Sign Language Interpreter Services contracts to agencies and/or individuals to provide functionally equivalent access to quality communication through face to face sign language interpreting/transliterating for deaf, deaf/blind and hard of hearing clients, citizens and employees of the State of Washington.

**Submit Proposal To:** **Proposal Delivered by Mail:**

Sign Language Interpreter Management  
Program Manager  
Department of Social & Health Services  
Office of the Deaf and Hard of Hearing  
PO BOX 45301  
Olympia, WA 98504-5301

**Proposal delivered by Express / Hand Delivery, Or  
Courier:**

Sign Language Interpreter Management  
Program Manager  
Department of Social & Health Services  
Office of the Deaf and Hard of Hearing  
1115 Washington St SE  
Olympia, WA 98504

**Faxed bids WILL NOT be accepted.  
E-mailed bids WILL NOT be accepted.**

**Procurement Website:** <http://www1.dshs.wa.gov/msa/ccs>

# RFQQ TABLE OF CONTENTS

<b>SECTION A. SUMMARY OF PROJECT</b>	<b>1</b>
<b>SECTION B. —PROCUREMENT PROCESS</b>	<b>6</b>
<b>SECTION C. PROPOSAL CONTENTS</b>	<b>9</b>
<b>SECTION D. EVALUATION</b>	<b>11</b>
<b>EXHIBITS</b>	<b>12</b>

## **Section A. SUMMARY OF PROJECT**

### **1. Purpose of Request for Qualifications and Quotations**

The state of Washington, Department of Social and Health Services (DSHS), hereafter called "AGENCY," is initiating this Request for Qualification/Quotation (RFQQ) to solicit proposals from firms and individuals interested in providing sign language interpreter/transliterater services for persons who are deaf, deaf/blind, and hard of hearing.

### **2. Background**

In the 1990s, DSHS established personal services contracts with various interpreters and interpreter referral agencies to purchase sign language interpreter services. Due to a lack of consistency in interpreter service reimbursement rates and service delivery standards within those contracts, the Office of the Deaf and Hard of Hearing (ODHH) organized and facilitated a committee to review sign language interpreter service delivery standards for the AGENCY. The study culminated in a report to the DSHS Secretary recommending implementation of a statewide contract.

The resulting statewide contract was under the Department of General Administration's management. During the 2002 legislative session, adopted legislation (Chapter 39.29 and 43.19.190 RCW) gave DSHS the authority to procure and manage statewide sign language interpreter contracts on its own. In early 2005, ODHH received the authority to procure and manage the sign language interpreter services contract. The first contract under ODHH's management was established July 1, 2005 extending through June 30, 2007. The current contract managed by ODHH extends from July 1, 2007, through June 30, 2009.

During the course of the current contract, DSHS will be accepting bids in an ongoing procurement. All contracts signed between July 1, 2007 and June 30, 2009, will expire on June 30, 2009. The contract may be extended for additional terms or portions upon mutual agreement. No contract term shall extend beyond June 30, 2011.

### **3. Project Scope**

AUTHORITY: The Department of Social & Health Services (DSHS) programs and services provide reasonable accommodations for all persons including those with disabilities as authorized by Chapter 2.42, 49.60 and 70.84 RCW, WAC 1-08-150, 162-26-010, Section 504 of the 1973 Rehabilitation Act and Americans with Disabilities Act.

INTENT: The intent of this mandatory contract is to provide persons who are deaf, deaf/blind, and hard of hearing functionally equivalent access to quality communication through face to face sign language interpreting/transliterating for clients, citizens, and employees of the State of Washington.

ESTIMATED USAGE: It is estimated that purchases between July 1, 2007, and June 30, 2009, will approximate \$2,000,000. Estimates are based on past usage and current rates. The State of Washington does not guarantee any minimum purchase. Orders with requests for sign language interpreter services will be placed on an as needed basis.

PURCHASERS/USERS: The primary purchasers/users will be the DSHS and health care/medical providers of clients eligible for Medicaid. Members of the Washington State Procurement Committee (WSPC) and other state agencies will be able to use this contract as needed. Users have the need for interpreter services seven days a week, 24 hours a day, 365 days a year.

TERM: Initial term of this contract will be from the date of award through June 30, 2009. Contract may be extended for additional terms or portions upon mutual agreement in writing. No contract term shall extend beyond June 30, 2011.

#### **4. Minimum Qualifications**

To be eligible to bid on this contract, Bidders must meet the following specifications:

##### **FREELANCE INTERPRETERS**

- Be certified, with the exception of qualified deaf interpreters.
- Be able to provide sign language interpreter services competently and proficiently for each appointment.
- Be licensed to do business in the State of Washington.
- Be able to serve the entire county(ies)/region(s) that is/are bid.
- Be able to communicate with DSHS via telephone, email, facsimile, and/or pager and, if indicated in bid documents, communicate during nights, weekends, holidays, and emergencies.
- Be able to provide advance confirmation of appointments.
- Be able to immediately notify the requester if:
  - unable to fill an appointment;
  - the assigned interpreter is going to be late; or
  - cannot find a replacement for a cancelled interpreter.
- Obtain the required amounts of insurance, after contract award, as outlined in this RFQQ.
- Be aware of and adhere to the NAD-RID Code of Professional Conduct and the DSHS Code of Professional Conduct.
- 

##### **INTERPRETER REFERRAL AGENCIES**

- Have a minimum of one certified interpreter employed or subcontracted.
- Maintain an office and have a representative located in Washington State.

- Be able to provide sign language interpreter services with competent and proficient interpreter(s) for each appointment.
- Be licensed to do business in the State of Washington.
- Be able to serve the entire county(ies)/region(s) that is/are bid.
- Be able to communicate with DSHS via telephone, email, facsimile, and/or pager and, if indicated in bid documents, communicate during nights, weekends, holidays, and emergencies.
- Be able to provide advance confirmation of appointments.
- Be able to immediately notify the requester if:
  - unable to fill an appointment;
  - the assigned interpreter is going to be late; or
  - cannot find a replacement for a cancelled interpreter.
- Obtain the required amounts of insurance, after contract award, as outlined in this RFQQ.
- Maintain a file for each interpreter representing their agency, who may provide interpreter services under this contract, that contains the following documents:
  - a copy of the interpreter's sub-contract/agreement,
  - a copy of the interpreter's registration form,
  - a copy of the interpreter's RID Membership Card (if certified)
  - a copy of the interpreter's three reference letters (if non-certified)
  - a copy of the interpreter's Background Authorization Form,
  - a copy of the interpreter's Driver's License, ID Card, or Passport.
  - a copy of the interpreter's proof of orientation, and
  - a copy of the interpreter's proof of required insurance.
- Maintain and make available to DSHS a list of each person representing their agency, including their certification level, who may provide sign language interpreter services under this contract, and ensure they will be registered and approved with ODHH.
- Ensure that each person representing the agency who may provide sign language interpreter services under this contract is aware of and adheres to the NAD-RID Code of Professional Conduct and the DSHS Code of Professional Conduct.
- Conduct orientation to each person representing their agency within the first thirty days of the interpreter providing services under this contract. The orientation must contain, but is not limited to, the following:
  - An overview of the Statement of Work, billing process, and how to complete the "Request for Sign Language Interpreter," "Sign Language Interpreter Registration," "Background Authorization," and the "Identification Verification" form,
  - NAD-RID Code of Professional Conduct and DSHS Code of Professional Conduct;
  - Record keeping requirements;
  - Photo identification requirements; and
  - All other specific requirements covered under this contract (Special Terms and Conditions and Statement of Work Requirements).

## 5. ADA

The Agency complies with the Americans with Disabilities Act (ADA). Bidders may contact the RFQQ Coordinator to receive this Request for Proposal in Braille or on tape.

## 6. Definitions

The following terms which appear in this RFQQ have the meaning that is defined below for the purposes of this RFQQ:

- a. Apparently Successful Bidder - A Bidder selected as having submitted a successful Proposal, based on the final determination of DSHS management taking into consideration the Bidder's final Proposal score and which Proposal(s) best meet the needs of DSHS. The Bidder is considered an "Apparently" Successful Bidder until a contract is finalized and executed.
- b. Agency - The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFQQ.
- c. Bidder - An individual, organization, public or private agency, or other entity submitting a Proposal in response to this RFQQ.
- d. Contractor - Individual or Company whose Proposal has been accepted by the Agency and is awarded a fully executed, written contract.
- e. Freelance Interpreter - A certified sign language interpreter (has demonstrated, through performance and knowledge tests, his/her ability to meet the minimum standards to both expressively and receptively interpret effectively, accurately, and impartially) who is eligible to receive a contract to provide interpreting services for DSHS.
- f. Interpreter Referral Agency - A nonprofit or for-profit organization that provides sign language interpreter services including billing, scheduling, assignment, and referral of staff and/or sub-contracted interpreters to appointments.
- g. Proposal - All material prepared and assembled by a Bidder, and which the Bidder submits in response to this RFQQ.
- h. RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- i. RFQQ - Request for Qualifications and Quotations; i.e., this RFQQ document.
- j. RFQQ Coordinator - The person named in this RFQQ as the RFQQ Coordinator, or the RFQQ Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFQQ for potential Bidders and other interested parties.
- k. Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.

- l. Submit - To deliver to the DSHS RFQQ Coordinator any of several documents described in this RFQQ and in the manner specified in this RFQQ.
- m. WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)

## **Section B. Procurement Process**

### **1. Procurement Contact Information**

Upon release of this RFQQ, all communications concerning this RFQQ must be directed only to the RFQQ Coordinator listed below. Any communication directed to DSHS staff or consultants, other than the RFQQ Coordinator, may result in disqualification.

Contact: Sign Language Interpreter Management,  
Program Manager  
Department of Social & Health Services  
Office of the Deaf and Hard of Hearing

Mailing Address: P.O. Box 45301  
Olympia, Washington 98504-5301

Physical Address: 1115 Washington St. SE  
Olympia, WA 98504

Telephone: (360) 902-8000

E-mail Address: [signlanguageinterpreters@dshs.wa.gov](mailto:signlanguageinterpreters@dshs.wa.gov)

### **2. Acceptance of RFQQ Terms**

The Bidder acknowledges that the submission of a Proposal which includes a signed Bidder Certification and Assurances Form, attached as Exhibit C, constitutes a binding offer.

### **3. Contract**

DSHS intends to award multiple contract(s) to provide the services described in this RFQQ. The Apparently Successful Bidder is expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as Exhibit A.

The term of the Contract will commence upon the start date or execution date, whichever is later and end June 30, 2009. The AGENCY reserves the right to extend the contract for two one-year periods.

### **4. Ethics**

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Proposal.



## **5. Insurance**

The Apparently Successful Bidder must comply with the insurance requirements identified in the sample contract attached hereto as an exhibit.

## **6. Proprietary Information/Public Disclosure**

Materials submitted in response to this RFQQ shall become the property of DSHS. All Proposals, quotes, lists, evaluation documents and other documents that make up this Procurement shall remain confidential until:

- a. DSHS makes it available to the public pursuant to RCW 42.56; or,
- b. The contract, if any, resulting from this RFQQ is signed by DSHS and the Apparently Successful Bidder. Thereafter, the proposals shall be deemed public records as defined in RCW 42.17. The Bidder's Proposal must include a statement on the Letter of Submittal identifying any page of its Proposal which contains any information the Bidder considers proprietary. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information.

If DSHS receives a request to view or copy of a Bidder's Proposal, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in a Proposal without giving the owner ten (10) days notice to seek a court injunction against the disclosure. Bidders may not mark their entire Proposal proprietary.

## **7. Exhibits**

Exhibits to this RFQQ are:

- EXHIBIT A – SAMPLE CONTRACT
- EXHIBIT B – STATEMENT OF WORK
- EXHIBIT C – BIDDER CERTIFICATIONS AND ASSURANCES
- EXHIBIT D – CONTRACTOR BIDDER DOCUMENT - FREELANCE INTERPRETER BID
- EXHIBIT E – CONTRACTOR BIDDER DOCUMENT - INTERPRETER REFERRAL AGENCY BID
- EXHIBIT F – CONTRACTOR BIDDER DOCUMENT - INTAKE FORM
- EXHIBIT G – CONTRACTOR BIDDER DOCUMENT - PRICING SHEET
- EXHIBIT H – DSHS/ODHH FORM – SIGN LANGUAGE INTERPRETER REGISTRATION
- EXHIBIT I – DSHS/ODHH FORM – SIGN LANGUAGE INTERPRETER REGISTRATION RENEWAL
- EXHIBIT J – BACKGROUND AUTHORIZATION
- EXHIBIT K – BACKGROUND CHECK IDENTIFICATION VERIFICATION

- EXHIBIT L – CONTRACTOR BIDDER DOCUMENT - INTERPRETER POOL ROSTER
- EXHIBIT M – CONTRACTOR BIDDER DOCUMENT - DSHS REGIONAL MAP
- EXHIBIT N – DSHS/ODHH - REQUEST FOR SIGN LANGUAGE INTERPRETER
- EXHIBIT O – REQUIREMENTS - RID CODE OF ETHICS
- EXHIBIT P – REQUIREMENTS - DSHS CODE OF PROFESSIONAL CONDUCT
- EXHIBIT Q – GUIDELINES - DESCRIPTION OF CERTIFICATION LEVELS
- EXHIBIT R – GUIDELINES – MATCHING QUALIFIED INTERPRETER WITH APPOINTMENT SETTINGS

Bidders should download a complete copy of this RFQQ and all attached exhibits, as listed above. The procurement documents can be accessed at <http://www1.dshs.wa.gov/msa/ccs/> Bidders who experience difficulty downloading the documents should contact the RFQQ Coordinator.

## Section C. Proposal Contents

### 1. Administrative Requirements

Submit one proposal marked "Original" and two copies. Clearly mark your response to the attention of the RFQQ Coordinator and with the RFQQ reference number as shown on the cover page to this RFQQ.

The proposal must be on standard 8 ½" x 11" white paper. A font size of at least 12 point must be used.

### 2. Submission and Contents of Proposals

Contractor Bidder Forms are attached as exhibits to this RFQQ. Interpreter Referral Agencies and Individual/Freelance Interpreters must submit the appropriate forms as outlined in the following sections.

<b>FREELANCE INTERPRETERS</b>	<b>Exhibit</b>
Bidder Information, Certificates and Assurances	C
Freelance Interpreter Bid	D
Contractor Intake	F
Pricing Sheet Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFQQ. DSHS will not enter into a contract with any successful Bidder for rates exceeding the maximum hourly rate established in the PRICING SHEET.	G
A document defining your procedure(s) for matching deaf, hard of hearing, and deafblind clients with appropriate interpreters	-
Sign Language Interpreter Registration (DSHS Form 17-155) OR Sign Language Interpreter Registration Renewal (DSHS Form 17-155A) (if previously registered with DSHS)	H I
Background Authorization Form (DSHS Form 09-653)	J
Background Check Identification Verification Form (DSHS Form 02-573)	K
Copy of Current RID Membership Card	-
Copy of "Report of Outside Employment" form (if applicable) (DSHS Form 03-023)	-

<b>INTERPRETER REFERRAL AGENCIES</b>	<b>Exhibit</b>
Bidder Information, Certificates and Assurances	C
Interpreter Referral Agency Bid	E
Contractor Intake	F
Pricing Sheet Prices quoted shall remain fixed for the duration of the contract executed as a result of this RFQQ. Interpreter Referral Agencies that sub-contract with freelance interpreters must indicate the rates paid to these	G

interpreters on the price sheet. DSHS will not enter into a contract with any successful Bidder for rates exceeding the maximum hourly rate established in the PRICING SHEET.	
A document defining your procedure(s) for matching deaf, hard of hearing, and deafblind clients with appropriate interpreters	-
Interpreter Pool Roster	L

## **Section D. Evaluation**

### **1. Evaluation Process**

Evaluation will be based only upon information provided, or associated, with the Bidder's response. In light of this requirement, Bidders should take every precaution to assure that all bidder forms are complete and responses to the RFQQ requirements are comprehensive.

### **2. Contract Award**

The evaluation process is designed to award the contract to all Bidders whose proposal meets the requirements of this RFQQ. The selection will be based upon the analysis of the proposal.

The Agency will notify the Apparently Successful Bidder by written notice via mail, e-mail, and/or fax. The Agency will notify separately the Unsuccessful Bidders of the non-selection of the Unsuccessful Bidder by written notice via mail or e-mail. All proposals and any accompanying documentation become the property of the Agency and will not be returned.

### **3. Execution of the Contract**

If you are selected as an Apparently Successful Bidder, you will be expected to sign a contract with the AGENCY and any subsequent amendments that may be required to address specific work or services as needed. The contract is attached as an exhibit including the DSHS General Terms and Conditions.

In no event is a Bidder to submit its own standard contract terms and conditions as a response to this RFQQ.

## Exhibits

The following Exhibits can be accessed at <http://www1.dshs.wa.gov/msa/ccs/>

- Exhibit A – Sample Contract
- Exhibit B – Statement of Work
- Exhibit C – Bidder Certifications and Assurances
- Exhibit D – Contractor Bidder Document - Freelance Interpreter Bid
- Exhibit D – Contractor Bidder Document – Freelance Interpreter Bid
- Exhibit E – Contractor Bidder Document - Interpreter Referral Agency Bid
- Exhibit F – Contractor Bidder Document - Intake Form
- Exhibit G – Contractor Bidder Document - Pricing Sheet
- Exhibit H – DSHS/ODHH – Sign Language Interpreter Registration
- Exhibit I – DSHS/ODHH – Sign Language Interpreter Registration Renewal
- Exhibit J – Background Authorization
- Exhibit K – Background Check Identification Verification
- Exhibit L – Contractor Bidder Document - Interpreter Pool Roster
- Exhibit M – Contractor Bidder Document - DSHS Regional Map
- Exhibit N – DSHS/ODHH - Request for Sign Language Interpreter
- Exhibit O – Requirements - RID Code of Ethics
- Exhibit P – Requirements - DSHS Code of Professional Conduct
- Exhibit Q – Guidelines - Description of Certification Levels
- Exhibit R – Guidelines – Matching Qualified Interpreter with Appointment Settings